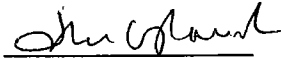


CERTIFICATE OF EFS FILING UNDER 37 CFR §1.8
I hereby certify that this correspondence is being electronically transmitted to the United States Patent and Trademark Office, Commissioner for Patents, via the EFS pursuant to 37 CFR §1.8 on the below date:

Date: January 30, 2009 Name: John G. Rauch, Reg. No. 37,218 Signature: 

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Appln. of: Jean L. Missinhoun et al.

Patent No.: 7,353,182 B1

Issued Date: April 1, 2008

Serial No.: 09/608,293

Filing Date: June 30, 2000

For: System And Method For Providing A Multi-Channel Customer Interaction Center

Attorney Docket No: 10022-225

Examiner: Andre D. Boyce

Group Art Unit: 3623

Confirmation No.: 9926

TRANSMITTAL

Mail Stop Certificate of Correction
Commissioner for Patents
PO Box 1450

Alexandria, VA 22313-1450

Sir:

Attached is/are:

- ☒ Transmittal Letter; Request for Certificate of Correction (1 page); Certificate of Correction PTO Form 1050 (1 page).

Fee calculation:

- ☐ No additional fee is required.
- ☐ Small Entity.
- ☐ An extension fee in an amount of \$_____ for a _____-month extension of time under 37 CFR § 1.136(a).
- ☐ A petition or processing fee in an amount of \$_____ under 37 CFR § 1.17(_____).
- ☐ An additional filing fee has been calculated as shown below:

					Small Entity			Not a Small Entity	
	Claims Remaining After Amendment		Highest No. Previously Paid For	Present Extra	Rate	Add'l Fee	OR	Rate	Add'l Fee
Total		Minus			x \$26=			x \$52=	
Indep.		Minus			x 110=			x \$220=	
First Presentation of Multiple Dep. Claim					+\$195=			+\$390=	
					Total	\$		Total	\$

Fee payment:

- ☒ Please charge Deposit Account No. 23-1925 in the amount of \$100.00 for filing fees.
- ☐ Payment by credit card in the amount of \$_____ (Form PTO-2038 is attached).
- ☒ The Director is hereby authorized to charge payment of any additional filing fees required under 37 CFR § 1.16 and any patent application processing fees under 37 CFR § 1.17 associated with this paper (including any extension fee required to ensure that this paper is timely filed), or to credit any overpayment, to Deposit Account No. 23-1925.

Respectfully submitted,

January 30, 2009
Date


John G. Rauch (Reg. No. 37,218)